

Analysis of Village of Webster Survey 2: SERVICES

265 Responses

Question 1: How long have you lived in the Village?

Less than one year	8	3%
1-5 years	40	15%
6-10 years	30	11%
11-25 years	52	20%
More than 25 years	131	49%
No Response	4	2%

Question 2: Is there a specific Village service that you would like to see improved?

			<u>rank</u>
Roads, traffic and street maintenance	71	27%	2
Parks and Recreation	11	4%	5
Water	54	20%	3
Swers	6	2%	6
Other	47	18%	4
No Response	75	28%	1

Question 3: Overall, how satisfied are you with the Village services in relation to taxes?

Very satisfied	131	49%	} 90%
Somewhat satisfied	108	41%	
Not satisfied	9	3%	
No Response	17	6%	

Question 4: Overall, how would you rate the condition of the Village's streets?

Excellent	30	11%	} 75%
Good	169	64%	
Fair	47	18%	
Poor	11	4%	
No Response	8	3%	

Question 5: Which person or which office in the Village did you most recently contact?

			<u>rank</u>
Mayor	6	2%	8
Village Clerk	30	11%	3
Commissioner of Public Works	16	6%	4
A Trustee	10	4%	7
Building Inspector	12	5%	5
Water Department	51	19%	2
Havn't contacted anyone recently	126	48%	1
No Response	14	5%	6

Question 6: Do you agree that Village government is managed professionally?

Strongly agree	36	14%	} 80%
Agree	179	68%	
Disagree	26	10%	
No Response	24	9%	

COMMENTS

(see specific comments)

No Comment	172	65%
Comment	93	35%

COMMENT DEALT WITH:

			<u>rank</u>
Leaf Pick-up	2	2%	8
Main Street	9	10%	4
Roads	14	15%	2
Water	21	23%	1
Taxes	3	3%	7
Enforcement	8	9%	5
Plowing	9	10%	3
Parks	6	6%	6
Sewers	2	2%	9

Specific Comments:

"I never received my Village tax bill; when I called about it, I was told I would still have to pay the late fee even though I never got the bill."

Address "run down" rentals

Bad priorities; redo Main St/250 intersection

Bill every three months

Can not respond well to survey unless involved in Village government

Clean storm sewers

Continue the fine work

Control Cats

Crosswalks poorly placed; eliminate crosswalks between lights

Every year the plow tears up my front lawn and it is replaced with stony soil and weeds

Go back to quaterly water billing

Hefner not in good shape

How cost effective are the monthyl readings?

improve leaf and branch pick-up

Improve access for the disabled

Improve all services

Improve codes; why can't the Village enforce its existing codes on parking, lawns and trash in

yards, for instance? Gas station on Main and Lapham a disgrace; plumber on 250, partially painted building

Improve downtown development

Improve drainage

Improve inspections

Improve leaf pick-up

Improve Main Street. Check out 182 Champion Ave - house needs maintaince

Improve maintenance of bushes, trees and weeds
Improve nature trails
Improve parking on Main Street
Improve sidewalk maintenance
Improve sidewalk plowing
Improve sidewalks
Improve sidewalks on North Ave
Improve snowplowing
Improve spacing of trees along Main Street
Improve street Plowing; quarterly water billing
Improve tax management
Improve the timing on traffic lights at the four corners
Improve tree maintenance
Improve appearance of the Village
Install street light at Rayfield Cir
It was a very pleasant experience getting passports at Village office
Less hard water needed; very friendly office staff
Less traffic in the Village
Make sure Village residents know parking regulations on streets and in driveways
More street lighting
Move to green services; grass needs replaced after sidewalks are plowed; equally enforce code for all homeowners
Mow Village parks more often
Need bigger skate park at Ridgecrest
Need light at Reynolds Rd and 250; flush hydrants at night
Need more frequent street sweep; constantly cleaning sewer in front of house
Need more open communication and cooperation
Need new Rec Center. Keep improvements coming.
Need senior bus service
No one returns voice mail; improve snow plowing
No one seems to know answers about BID events. Enforce Codes and let people know it will be enforced
Not all views are given reasonable consideration; Nice to see Main Street appearance improving
Not happy with second phase of waterline cleaning
Not impressed; want less services
Offer garbage pick-up
Pattie problem
Place new stop signs or yield signs at Curtice and Meadow and Lincolnshire and Meadow
Plant more flowers and make the Village look more attractive
Please encourage people to pick up after their pets at North Ponds Park. Many streets being improved now.
Please get County water
Please provide envelopes for water bills
Plow better in the winter
Plowing the sidewalk on Dunning and Elm: the sidewalk of Elm does not go straight out to Dunning and thus the Village re-seeds each year
Problem: speedway between 250 and Holt Rd. Cars go too fast.
Quarterly billing
Quarterly water billing
Quarterly water billing
Remove Board members involved in filegate
Replant trees on Main Street or remove them
Services are good
Services OK
Street traffic congestion; drivers not cautious
Streets that haven't been repaired need to be
Taxes are over 10 times what they were 25 years ago!
The residents concerns were not heard regarding Curtice Park
The staff are great
Too much snow plow damage
Undrinkable water; need better sidewalks; not enough green space
Use top soil for replacement not pea gravel. Love the girls in the office. Don't deface the trees.
Village well maintained
Wants Monroe County Water (Village water too hard)
Water is bad; Cataldi
Water is often discolored
Water needs to be improved; "gutters" need improvement
Water pressure a problem
Water runs brown
Water too hard
Water too hard; streets need reparing
Watermain break was not fixed
We have a good Mayor now
Yard drainage needs improved at 135 London Rd